



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**FAMILY SERVICES SUPERVISOR**  
(SOCIAL WORK SERVICES)  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for planning, assigning, reviewing, supervising and managing the work and day-to-day activities of a group of professional family services workers responsible for performing complex social work services to families of the Department of Human Services. Reports to the Senior Family Services Supervisor.

## **ESSENTIAL JOB FUNCTIONS**

Provides day-to-day guidance and direction to family services workers on case related issues, policies and procedures, and agency initiatives; ensures acceptable levels of quality and quantity in the delivery of services; plans caseloads, assigns cases and reviews case records and reviews and signs off on service plans, case assessments, and other reports which require supervisory review.

Responsible for the effective supervision and administration to include monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities. Evaluates resource needs and manages the effective deployment of resources.

Organizes and directs the work and activities; recommends internal branch organization and develops corrective action plans as needed. Advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance.

Provides assessment of family needs by developing and implementing service plans to address the needs of adults, children and families, the elderly and the disabled; counsels and provides services to individuals and families by focusing on family preservation and family reunification, monitoring progress of clients, planning for adoption and emancipation and implementing court ordered services.

Provides supervisory guidance and responsibility for the removal of children from endangering situations with the assistance of local police and arranging for alternative living arrangements; assures ongoing safety through contact with their caregivers in accordance with department policy. Performs a wide array of related services to include providing supervision for on-call services.

Assists with making referrals for services by being knowledgeable of local services and resources, working with service providers in the community, serving on interagency service assessment teams, serving as a client advocate in accessing services and working with other agencies such as schools, courts and mental health providers.

Acts as an advocate for clients' rights; assists clients with petitions for custody; initiates court petitions; attends court hearings and testifies as necessary; arranges for withdrawal from and placement in schools, as necessary.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; and collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships. Provides training and education on a variety of social work topics and remains abreast of current statewide policy initiatives and best practices related to the Human Services field.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Human Services - Thorough knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management - Thorough knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

### **REQUIRED SKILLS**

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

## **REQUIRED ABILITIES**

- **Coordination of Work** – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- **Communication** – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human services issues with tact and diplomacy in a confidential manner.

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in a related human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling) or a Bachelor's Degree in any field; and 3-5 years of appropriate and related human services experience to include 1 -2 years of supervisory experience. A Master's Degree in Social Work is desirable.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards, violent individuals, communicable diseases, or rude/irate customers